

## **Frequently Asked Questions Regarding The Transition To Caremark Beginning July 1, 2007**

### **Who are the New Hampshire Local Government Center HealthTrust (LGC) and Caremark?**

Through the State of New Hampshire, LGC provides prescription drug benefits to you. Since 1984, LGC has been devoted to serving municipalities, schools and county governments by providing comprehensive benefit offerings and award-winning health management programs for employees and retirees. For more than 25 years, Caremark has been a leading provider of prescription benefit management services. Caremark's 60,000 participating pharmacies nationwide include all currently participating New Hampshire pharmacies—plus state-of-the-art mail service delivery.

### **Will my existing refills and prior authorizations be transferred to Caremark?**

Most mail service refills and prior authorizations will automatically be transferred to Caremark during the first week of July. However, state law requires that new prescriptions be obtained and submitted for compound medications and controlled substances. Caremark will begin to fill prescriptions on July 1.

### **Will all my plan information, e.g. deductibles, coinsurance and out-of-pocket maximums be transferred to Caremark?**

Any amounts previously paid in 2007 will be transferred to Caremark during the first week of July.

### **Can I manage my prescription drug benefits online?**

The [www.caremark.com](http://www.caremark.com) Web site can help you to manage your prescription drug benefits and offers information about various health topics including a prescription drug reference library.

**Web site Features:** You can connect to a variety of secure features that allow you to do the following:

- Order refills by mail
- Check the status of recent orders
- Access prescription drug history
- Price medications
- Locate a Caremark participating retail pharmacy

**How to Register Online:** Registering online at [www.caremark.com](http://www.caremark.com) is easy, secure and convenient. Here's how:

1. Visit [www.caremark.com](http://www.caremark.com).
2. Click on the "not registered?" prompt at the top of the home page.
3. Fill out the brief registration form to ensure the security and privacy of your account.
4. Create a username and password (choose ones you will remember for logging on in the future).
5. Review all information you have entered and make any necessary changes.
6. Read and accept the Caremark terms and conditions.

A "registration confirmed" message should appear. If you have questions while registering, click on the "Customer Care" tab to access frequently asked questions and contact information.

In order to protect your privacy and the security of your information, your credit card number will not be transferred from Medco. Therefore, if you wish to continue to use a credit card to pay for your mail service medications, you will need to enter your credit card number once you are registered.

### **Who do I contact if I have any questions?**

The Caremark Customer Care Center is available to assist you 24 hours a day, seven days a week, for all your pharmacy-related questions—including the status of prescription orders and refills. You can contact Caremark toll-free at **888.726.1631** or at [customerservice@caremark.com](mailto:customerservice@caremark.com).

Also, LGC Member Services Representatives are available for issues or concerns with enrollment or eligibility and any other prescription drug benefit inquiry. Contact LGC toll-free during regular operating hours at **800.527.5001** or e-mail us anytime at [memberservices@nhlgc.org](mailto:memberservices@nhlgc.org). To assist with transition questions, you can call LGC during these extended hours:

**June 25 – 29 and July 1 – 13: 8:00 a.m. – 5:30 p.m. EST**

